Remember, let **all** clients know:
- We ask questions so we know how to best help them.
- Some of our questions may seem very personal.
- Clients may decline to answer any of our questions.
- We keep all client information confidential.

Where can I find information about disability-based or disease-based programs and referrals to provide clients? See the quick reference card *Resources for folks with disabilities.*

What does it mean to have a disability? It may mean different things to different people. The Social Security Administration (SSA) makes determinations of disability, and may grant financial benefits based on these. Also, state and federal law define "disability" to help prevent discrimination in housing, employment, etc. These definitions are separate from a determination of disability by SSA, and may also be separate from peoples' perceptions of themselves or others as having a disability. Folks wanting more information can go to www.ssa.gov and www.hum.wa.gov/FAQ.

How do I screen and help clients who may have disabilities? Follow these steps:

1. Are clients age 65 or over with Medicare?

If Yes:	If No:
• Mark "No" in the CCR Section 3 field ***Disabled***. • Go to Step 3.	• Go to Step 2.

2. Are clients under age 65, and do they have (or have they applied for) SSI, SSDI, or Medicare to start sooner than the month they turn age 65?

If Yes:	If No:
• Mark "Yes" in the CCR Section 3 field ***Disabled***. • Go to Step 3.	• Mark "No" in the CCR Section 3 field ***Disabled***. • Mark "No" in the CCR Section 3 field ***Dual eligible with Mental illness / mental disability***. • Continue counseling on options.

Screening clients with disabilities

3. Do clients have both Medicare and Medicaid?

If Yes:	If No:

• Ensure they have LIS and MSPs.
• In the CCR Section 5 field **Topics Discussed, Medicare Topics**, mark "LIS" and "MSPs."
• Go to Step 4.
	• Mark "No" in the CCR Section 3 field **Dual eligible with Mental illness / mental disability**.
	• If you don't know the nature of the disability:
	  ○ Let the client know: "Sometimes, there are specific resources and help available based on what the disability is."
	  ○ Ask the client: "Do you mind telling me the nature of the disability?"
	• If clients are willing to share the nature of their disability with you, provide any referral information you may have about programs you know of for their disease or disability. Counsel clients based on their options.

4. Have clients shared the nature of the disability already?

If Yes:	If No:
• Go to Step 5.	• Let clients know: "Sometimes, there are specific resources and help available based on what the disability is." • Ask clients: "Do you mind telling me the nature of the disability?"

5. Did clients disclose a disability due to mental illness?

If Yes:	If No:	If clients decline to disclose:
• Mark "Yes" in the CCR Section 3 field **Dual eligible with Mental illness / mental disability**.	• Mark "No" in the CCR Section 3 field **Dual eligible with Mental illness / mental disability**.	• Mark "Declines to disclose" in the CCR Section 3 field **Dual eligible with Mental illness / mental disability**.
• Provide clients with referrals to any disease-based or disability-based programs specific to their condition.		
Counsel clients based on their options.		